

Scenario

A – Allied Health

STANDARDS

- EB003 Provide written communication that is accurate and grammatically correct using nomenclature appropriate to the environment
- AA001 Adjust communication to other's ability to understand
- OB001 Compare selected diseases/disorders including respective classification (s), causes, diagnoses, therapies, and care/rehabilitation to include biotechnological applications

PROMPT

Even though extensive research and knowledge, technological advances, and surgical procedures have been developed, cardiovascular disease continues to be the number one cause of death in the United States. You, as a Health Educator, have been asked to write an article for a Wellness Publication to inform the public about preventing cardiovascular disease.

DIRECTIONS TO STUDENTS

Write an informational article on cardiovascular disease prevention. Describe at least five factors that contribute to the development of cardiovascular disease.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Describes 5 factors contributing to the development of cardiovascular disease
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Describes 4-5 factors contributing to the development of cardiovascular disease
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Describes 3-4 factors contributing to the development of cardiovascular disease
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Describes 1-2 factors contributing to the development of cardiovascular disease
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

B – Allied Health

STANDARDS

- EB003 Provide written communication that is accurate and grammatically correct using nomenclature appropriate to the environment
- AA001 Adjust communication to other's ability to understand
- EF001 Perform duties according to regulations, policies, laws, and legislated rights of clients
- EK001 Apply safety procedures to protect clients, co-workers, and self

PROMPT

You are the nursing assistant working with a confused patient who fell and broke his hip six hours earlier today. He has repeatedly tried to get out of bed since his fall. The Doctor has written an order for a soft vest restraint. The patient is begging, "PLEASE, don't tie me down." Family members are not present and attempts to notify them have been unsuccessful.

DIRECTIONS TO STUDENTS

Based on the information given above, write an entry to the "Things to Look for" Handbook for new students. Discuss the implications regarding the use of restraints. Include at least two safety considerations, two observations of patients requiring restraints, and two possible legal/ethical issues related to the use of restraints.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Thoroughly discusses 2 or more safety considerations when using restraints
- Thoroughly describes 2 or more essential observations of patients requiring restraints
- Thoroughly describes 2 or more possible legal/ethical issues related to the use of restraints
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Adequately discusses at least 2 safety considerations when using restraints
- Adequately describes at least 2 essential observations of patients requiring restraints
- Adequately describes at least 2 possible legal/ethical issues related to the use of restraints
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Somewhat discusses at least 1 safety consideration when using restraints
- Somewhat describes 1 essential observation of patients requiring restraints
- Somewhat describes at least 1 possible legal/ethical issue related to the use of restraints
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Little or no discussion of safety consideration when using restraints
- Limited description of 0-1 essential observations of patients requiring restraints
- Limited description of 0-1 possible legal/ethical issues related to the use of restraints
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

A – Child Development

STANDARDS

OE004 Implement strategies for constructive and supportive interactions between children and families
OI002 Examine the role of communication on human growth and development
ED003 Communicate with customers
ED001 Organize materials with a logical flow
AA003 Demonstrate competence in writing and editing documents, using correct grammar and punctuation

PROMPT

As director of Little Treasure Daycare you are studying the results of the parent survey. On this survey, families indicated concerns about the limited time they had to spend with their children.

DIRECTIONS TO STUDENTS

Write a memo to parents explaining 3 activities a family could do to utilize this limited time to build literacy skills. Then explain how each activity would build literacy skills.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Explains 3 activities that build literacy skills
- Appropriateness of each 3 activities
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Explains 2-3 activities that build literacy skills
- Appropriateness of 2-3 activities
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Explains 1-2 activities that build literacy skills
- Appropriateness of 1-2 activities
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Explains 1 activity that builds literacy skills
- Appropriateness of 1 activity
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

B – Child Development

STANDARD

- OI001 Examine the role of nurturance on human growth and development
- AC008 Describe human development processes
- EB005 Match employee responsibilities to employer expectations
- ED001 Organize materials with a logical flow
- AA003 Demonstrate competence in writing and editing documents, using correct grammar and punctuation

PROMPT

Ms. Conkle is the full-time caregiver of four infants in her room at Little Ones Child Development Center. As her director you have observed a lack of attachment between Ms. Conkle and the infants in her care.

DIRECTIONS TO STUDENTS

Based on your knowledge of childcare development, recommend three nurturing activities/behavior a caretaker can do and explain how each will benefit the infants.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Describes 3 nurturing activities
- Describes 3 benefits to infants
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Describes 2-3 nurturing activities
- Describes 2-3 benefits to infants
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Describes 1-2 nurturing activities
- Describes 1-2 benefits to infants
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Describes 0-1 nurturing activities
- Describes 0-1 benefits to infants
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

A - Communications

STANDARDS

AB002 Use correct grammar
AB003 Use correct spelling
AB004 Demonstrate basic written communications skills with accuracy, conciseness and clarity
AD004 Demonstrate knowledge of conflict resolution techniques
EB016 Demonstrate non-discriminating, non-harassing, and equitable behaviors

PROMPT

Mary had asked her supervisor for an upcoming day off. He had approved it but the day before Mary was to be off work another employee asked for the same day. Mary's supervisor made a mistake and granted the co-worker the same day off work. Mary knows that both of them can't be off on the same day without causing a hardship on the company.

DIRECTIONS TO STUDENTS

Identify the steps Mary should take to solve her problem and why? Demonstrate knowledge of communication, problem solving, and business ethics. List three things her supervisor should do and provide justification for each.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Provides steps to solve the problem and why
- Lists and justifies 3 solutions the supervisor should do
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Provides the steps to solve the problem
- Lists, with some justification, 2-3 solutions the supervisor should do
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Addresses problems and why with little or no detail
- Vague 2-3 solutions stated
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Limited identification of problem or why
- Vague solution stated
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

B - Communications

STANDARDS

- AB002 Use correct grammar
- AB003 Use correct spelling
- AB004 Demonstrate basic written communications skills with accuracy, conciseness and clarity
- AD001 Demonstrate the characteristics of a team player
- AD004 Demonstrate knowledge of conflict resolution techniques
- EB005 Define discrimination, harassment and equity

PROMPT

John works for a mid-size company. When vacation schedules were posted, John immediately put his days on the schedule so he could make his trip plans. Two weeks before his vacation, John's supervisor approached him and asked if he could cancel his plans because of a big job coming up in the plant. John has earned seniority but in this emergency John's expertise is needed. John can bump another co-worker if he chooses or could work.

DIRECTIONS TO STUDENTS

Explain the process of John's decision and his options. List three things that would impact John's decision and why? What would you do in John's place? Demonstrate knowledge of problem solving, communication, business environment and ethics. Be sure to address characteristics of a team player, conflict resolution techniques, and potential harassment possibilities.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Identifies the problem and produces options
- Lists 3 things that impact the decision
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Identifies the problem and produces options
- Lists 2 things that impact the decision
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Vaguely identifies the problem
- Lists 1 thing that impacts the decision
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Limited or no identification of the problem
- Lists 0 things that impact the decision
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

A - Construction

STANDARDS

- AB003 Use correct spelling
- AB004 Write with accuracy, conciseness, and clarity
- AB006 Identify and demonstrate basic communication skills (listening, written, oral, etc.)
- AC003 Demonstrate use of industry related software packages
- AE001 Identify interpersonal characteristics of people working together
- EA005 Display initiative
- EC017 Plan and organize work
- OE001 List possible computer applications in the construction industry
- OE002 Identify possible effects of introducing computers into construction processes

PROMPT

Generally, construction contractors have been slow to adopt new technology. There are several ways to improve communications and productivity. How would you market the use of technology to contractors?

DIRECTIONS TO STUDENTS

Write an essay identifying examples of new technology in the construction industry and describe how you would market these technologies to contractors.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Exhibits excellent knowledge of new technology in construction
- Thoroughly describes marketing ideas for construction technology
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Exhibits adequate knowledge of new technology in construction
- Adequately describes marketing ideas for construction technology
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Exhibits limited knowledge of new technology in construction
- Minimally describes marketing ideas for construction technology
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Exhibits little or no knowledge of new technology in construction
- Little or no attempt to describe marketing ideas for construction technology
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

B - Construction

STANDARDS

AB003 Use correct spelling
AB004 Write with accuracy, conciseness, and clarity
EC005 Match employee responsibilities to employer expectations
EC012 Demonstrate the ability to make career decisions

PROMPT

Upon graduation from high school, you have been hired for an entry-level position assisting a journeyman in ABC Construction Company. This position requires industry specific clothing and hand tools.

DIRECTIONS TO STUDENTS

Write an essay describing your trade, identifying the basic clothing and hand tools needed and the estimated cost for you to begin work in this entry-level position. Describe the difference between an apprentice and journeyman in construction.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Thoroughly describes the difference between apprentice and journeyman
- Thoroughly demonstrates knowledge of tool and clothing requirements and costs for entry level employment
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Adequately describes the difference between apprentice and journeyman
- Adequately demonstrates knowledge of tool and clothing requirements and costs for entry level employment
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Minimally describes the difference between apprentice and journeyman
- Minimally demonstrates knowledge of tool and clothing requirements and costs for entry level employment
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Little or no attempt to describe the difference between apprentice and journeyman
- Demonstrates little or no knowledge of tool and clothing requirements and costs for entry level employment
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

A – Consumer Services

STANDARDS

- AA003 Demonstrate competence in writing and editing documents, using correct grammar and punctuation
- AC003 Analyzes and evaluates environmental issues
- ED001 Organize materials with a logical flow
- OB002 Examine environmental trends and issues affecting families and future generations

PROMPT

Mary works in consumer advocacy for an environmental agency. Environmentalists are concerned that the rain forests in South America are disappearing at an alarming rate. In order to create public awareness of these issues, Mary has been asked to prepare a presentation to educate community civic organizations on the role and importance of the rain forest in the United States.

DIRECTIONS TO STUDENTS

Write an essay describing why we should be concerned about the rain forests, which are in another country. Explain at least four ways of how you as a consumer can reduce waste and help conserve energy and natural resources.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Describes at least 3 components relating to the role and importance of the rain forest
- Identifies and explains at least 4 ways to reduce waste and conserve energy and natural resources
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Describes at least 2 components relating to the role and importance of the rain forest
- Identifies and explains at least 3 ways to reduce waste and conserve energy and natural resources
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Describes at least 1 component relating to the role and importance of the rain forest
- Identifies and explains at least 2 ways to reduce waste and conserve energy and natural resources
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Describes at least 1 component relating to the role and importance of the rain forest
- Identifies and explains at least 1 way to reduce and conserve energy and natural resources
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

B – Consumer Services

STANDARDS

- AA003 Demonstrate competence in writing and editing documents, using correct grammar and punctuation
- AA005 Demonstrate competence in making oral formal and informal presentations, including selecting and using media
- ED001 Organize materials with a logical flow
- OE003 Examine economic impacts of laws and regulations that pertain to consumers and providers of services

PROMPT

There are many laws passed to protect consumers. These laws are important because they make the life of a consumer easier and safer. There are also many government agencies that enforce these laws to help protect the consumer.

DIRECTIONS TO STUDENTS

Write an essay for a high school consumer economics class that will inform the students on at least five ways consumers are protected by government agencies.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Describes completely and accurately 5 ways consumers are protected
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Describes 4-5 ways consumers are protected
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader.

2

- Describes 3-4 ways consumers are protected
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Describes 0-2 ways consumers are protected
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

A – Culinary Arts

STANDARDS

ED001 Organize materials with a logical flow

AA003 Demonstrates competence in writing and editing documents, using correct grammar and punctuation

OB002 Employ food service management safety/sanitation program procedures

PROMPT

While on a Friday field trip, fifteen students ate lunch at three different locations. On Monday, several mentioned being “sick” on Saturday and Sunday. When the discussion continued, it was evident that those who ate hamburgers at Restaurant A were the sick students. Their symptoms were nausea, vomiting, and diarrhea.

DIRECTIONS TO STUDENTS

Utilizing your knowledge of food sanitation, what guidelines would you suggest the manager take to make sure this does not happen again? Write an essay recommending at least three guidelines for proper sanitation in restaurants. Describe the role of employee and employer in maintaining sanitation.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Recommends 3 guidelines for following proper sanitation
- Describes 3 ways the employer and employee could insure customer safety
- Well organized and communicates effectively
- Few grammatical and spelling errors, but they do not distract the reader

3

- Recommends 2-3 guidelines for following proper sanitation
- Describes 2 ways the employer and employee could insure customer safety
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors, but they do not distract the reader

2

- Recommends at least 2 guidelines for following proper sanitation
- Describes 1 way the employer and employee could insure customer safety
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Recommends 1-2 guidelines for following proper sanitation
- Limited to no description of ways for the employer or employee to insure customer safety
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

B – Culinary Arts

STANDARDS

- OB002 Employ food management safety/sanitation program procedures
- EB005 Match employee responsibilities to employer expectations
- EE002 Apply a system of problem solving
- ED001 Organize materials with a logical flow
- AA003 Demonstrates competence in writing and editing documents, using correct grammar and punctuation

PROMPT

You are a manager of a local restaurant. During a busy Friday dinner hour an employee spilled a salad. This accident had the potential for various safety and sanitation problems.

DIRECTIONS TO STUDENTS

Discuss four potential safety and sanitation hazards that could occur and what should be done. Describe the role of the employer and employee in maintaining conditions for a safe environment for customers.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Identifies 4 possible safety/sanitation hazards to the customers
- Describes 3 ways the employer and employee could insure customer safety
- Well organized and communicates effectively
- Few grammatical and spelling errors, but they do not distract the reader

3

- Identifies 3 possible safety/sanitation hazards to the customer
- Describes 2 ways the employer and employee could insure customer safety
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors, but they do not distract the reader

2

- Identifies 2 possible safety/sanitation hazards to the customer
- Describes 1 way the employer and employee could insure customer safety
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Incomplete or incorrect safety/sanitation hazards
- Limited to no description of ways for the employer or employee to insure customer safety
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

A – Family Services

STANDARDS

- AA003 Demonstrates competence in writing and editing documents, using correct grammar and punctuation
- ED001 Organize materials with a logical flow
- OD004 Examine the role of family in teaching culture and traditions across the life span
- OE004 Demonstrate respect for diversity with sensitivity to anti-bias, gender, equity, age, culture and ethnicity

PROMPT

The Smith family has adopted an infant child from China. Since they live in America, the Smith's want the child to develop an enhanced appreciation for both cultures. The Smith's plan is to utilize family, education, and community resources.

DIRECTIONS TO STUDENTS

Describe three appropriate potential activities the family could use to develop an appreciation for both cultures in the child. Justify each of the activities you suggest.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Describes 3 realistic activities the family can use
- Appropriately justifies each activity
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Describes 2-3 activities the family can use
- Justifies each activity
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Describes 1-2 activities the family can use
- Attempts to justify each activity
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Describes incorrect or incomplete activities.
- Limited or no attempt at justifying each activity
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

B – Family Services

STANDARDS

- AA003 Demonstrates competence in writing and editing documents, using correct grammar and punctuation
- ED001 Organize materials with a logical flow
- EA007 Demonstrate the ability to make career decisions
- OA002 Analyze the impact of social, economic, and technological change on work and family dynamics

PROMPT

Tylor has worked several years as an assistant department manager. Due to structural changes and downsizing within the company, a new work team has been created. The manager has offered Tylor the management position of the new team along with a one-dollar per hour increase in pay. The promotion and new position will require several changes.

DIRECTIONS TO STUDENTS

Describe three possible changes, which could influence Tylor's decision to accept or decline the position. Evaluate one positive and one negative deciding factor that may influence each change.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Describes 3 realistic well explained changes
- Describes 1 positive and 1 negative deciding factor for each change
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Describes 2-3 well explained changes
- Describes 1 positive and 1 negative deciding factor for each change
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Describes 1-3 changes
- Attempts to describe 1 positive and 1 negative factor for each change
- Some organization and some parts are communicated effectively
- Attempt made to discuss both positive and negative factors for each change

1

- Incorrect or limited attempt made to discuss changes
- Incorrect or little attempt made to discuss positive or negative deciding factors
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

A – Financial Services

STANDARDS

- AB003 Use correct spelling, punctuation and grammar
- AC001 Identify problems
- AC003 Use ideas and procedures to communicate, reason and solve problems
- EB 002 Assume responsibility for productivity, decisions, and actions
- EB004 Dress appropriately and maintain personal hygiene
- EB 007 Adhere to established company rules, regulations, and policies
- EB 008 Accept constructive criticism

PROMPT

Susan was recently hired as a teller at First Money Bank. Her immediate supervisor, Ms. Brown, gave her an employee handbook but very little job training. On her first day at work, Susan dressed in stylish tight-fitting jeans and a slightly revealing tank top. Ms. Brown confronted Susan and scolded her, telling her that an elderly customer had complained about her clothing. Susan was very humiliated and wondered why the bank's dress code, was so different from the high school dress code. Ms. Brown was extremely annoyed that Susan did not know how to dress appropriately and was concerned about customer dissatisfaction.

DIRECTIONS TO STUDENTS

Identify at least two mistakes made by both Susan and Ms. Brown. Discuss at least two actions each person could have taken to avoid this conflict. Include in your discussion the importance of a dress code as it contributes to business success.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Clearly identifies 2 mistakes made by both Susan and Ms. Brown
- Clearly communicates 2 preventive actions each person could have taken
- Thoroughly discusses the importance of proper dress in the workplace
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Adequately identifies 1-2 mistakes made by both Susan and Ms. Brown
- Adequately communicates 2 preventive actions each person could have taken
- Adequately discusses the importance of proper dress in the workplace
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Identifies 1-2 mistakes made by either Susan or Ms. Brown
- Communicates 1-2 preventive actions each person could have taken
- Limited discussion of the importance of proper dress in the work place
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Does not adequately identify mistakes made by Susan or Ms. Brown
- Little to no explanation of preventive actions each person could have taken
- Little to no discussion of the importance of proper dress in the work place
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

Scenario

B – Financial Services

STANDARDS

AB003 Use correct spelling, punctuation and grammar
AC003 Use ideas and procedures to communicate, reason and solve problems
EA001 Match employee responsibilities to employer expectations
EA004 Maintain Confidentiality and sensitivity of company information
EB010 Identify and practice good ethical behavior

PROMPT

Mr. Jones goes into USA Bank and approaches the window of Ashley, a recently hired teller. Mr. Jones makes a deposit into his savings account and then asks for the balance of his friend's savings account. Ashley writes the friend's name and the amount of the account balance on a slip of paper and hands it to Mr. Jones. The following day the friend enters the bank very angry that her account balance had been given to Mr. Jones and she demands to talk with the teller responsible for giving out her account balance.

DIRECTIONS TO STUDENTS

Identify the mistakes made by both Ashley and Mr. Jones and discuss at least two implications as a result of the mistakes. Describe the action that Ashley could have taken to avoid the customer dissatisfaction. Include in your discussion the importance of employee responsibility for his/her actions.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Clearly identifies the mistakes made by Ashley and Mr. Jones
- Clearly communicates detailed explanations of at least 2 implications of their mistakes
- Clearly identifies a solution the teller could implement
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Adequately identifies the mistakes made by either Ashley or Mr. Jones
- Adequately communicates at least 2 implications of their mistakes
- Adequately identifies a solution the teller could implement
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Identifies a mistake made by either Ashley or Mr. Jones
- Communicates 1-2 implications of their mistakes
- Limited or no identification of a solution the teller could implement
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Does not adequately identify the mistakes of either Ashley or Mr. Jones
- Limited or no explanation of the implications of their mistakes
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

A - Horticulture

STANDARDS

AA004 Use correct spelling, grammar and punctuation

AA005 Write with accuracy, brevity and clarity

ED001 Organize materials with a logical flow

OE004 Monitor for plant damage

PROMPT

A customer comes into your garden center with an insect problem. The customer explains to you that his plants have jagged holes eaten through the foliage. He asks what you would recommend that he do to solve the problem.

DIRECTIONS TO STUDENTS

Explain at least 3 ways the insecticides work to kill insects and identify the advantages of them. Make a recommendation to the customer on the most appropriate method to kill the insects.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Describes 3 methods in which insecticides work to kill insects and gives advantages of each
- Make a sound recommendation to the customer concerning his insect problem
- Well organized and communicates effectively
- Few grammatical and spelling errors, but they do not distract the reader

3

- Describes 3 methods in which insecticides work to kill insects and gives advantages of most
- Makes a recommendation to the customer concerning his insect problem
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors, but they do not distract the reader

2

- Describes 2 methods in which insecticides work to kill insects and gives advantages of at least one method
- Makes a vague recommendation to the customer
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Does not clearly explain methods in which insecticides work to kill insects
- May or may not make a recommendation to the customer
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

B - Horticulture

STANDARDS

AA003 Use correct terminology
AA004 Use correct spelling, grammar and punctuation
AA005 Write with accuracy, brevity and clarity
ED001 Organize materials with a logical flow
OB004 Adjust fertility and pH from analysis

PROMPT

A contractor has asked you to plant a lawn at a newly developed home site. The topsoil has already been graded across the land.

DIRECTIONS TO STUDENTS

Explain the process for seeding this new lawn. Your explanation should include seed selection, seeding, fertilization, mulching and equipment requirements.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Provides a detailed explanation for establishing a new lawn
- Includes description of all 5 parts
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Provides a somewhat detailed explanation for establishing a new lawn
- Includes discussion of 4 of the 5 parts
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Provides a limited explanation for establishing a new lawn
- Includes 2 or 3 of the 5 parts
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Provides little or no explanation for establishing a new lawn
- May or may not include 1-2 of the 5 parts
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

A – Hospitality Services

STANDARDS

- AA003 Demonstrates competence in writing and editing documents using correct grammar and punctuation
- EA002 Document regular attendance
- EB005 Match employee responsibilities to employer expectations
- EC001 Plan and manage work schedules
- ED001 Organize materials with a logical flow

PROMPT

You are the manager of “Shapely Lady”, an exercise facility for women only. The work schedule is made out and posted each Saturday afternoon so your employees know their schedule for the upcoming week. You receive a phone call at home from one of your club members. The exercise club is closed even though an employee is scheduled to open. She has also called the corporate office in Florida. You call your employee to find out what is going on. She tells you she just didn’t feel like working today and tried calling. You need to get the club open for your members.

DIRECTIONS TO STUDENTS

Write a letter to the corporate office of “Shapely Lady” describing the day’s incident and at least three steps you took to correct it. Also describe a reprimand you gave your employee along with three justifications for the reprimand. How are you going to prevent this in the future?

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Clearly describes the incident and provides 3 steps used to correct it
- Clearly describes any reprimands and provides 3 justifications for appropriateness of reprimands
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Gives a general description of the incident and provides 2 steps used to correct it
- Gives a general description of the reprimand and provides 2 justifications for appropriateness of reprimand
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Makes an effort to describe the incident and provides 1 or 2 steps used to correct it
- Gives a vague description of any reprimand and provides 1 or 2 justification for appropriates of reprimand
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Makes little or no effort to describe the incident and gives 0 to 1 step to correct it
- Gives a weak description of any reprimand and/or 0 to 1 justification for appropriateness or reprimand
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

B – Hospitality Services

STANDARDS

- AA003 Demonstrates competence in writing and editing documents using correct grammar and punctuation
- EA002 Document regular attendance
- EB005 Match employee responsibilities to employer expectations
- EC001 Plan and manage work schedules
- ED001 Organize materials with a logical flow

PROMPT

You are the manager of “Shetland Heights” bed and breakfast in a historic home in your town. You are busy preparing for tonight’s Rotary Club meeting. You have left an employee to check in 4 travel agents who are staying the night and evaluating the bed and breakfast. At 3:00 p.m. all four guests wander into your kitchen trying to find someone to show them to their rooms. After showing the guests to their rooms, you try to find out where your employee is. You find out she decided to run some personal errands.

DIRECTIONS TO STUDENTS

Write a letter to the owners of “Shetland Heights” describing the incident and at least three steps you will take to correct the matter. Describe any reprimands you gave your employee and provide at least three justifications for the reprimand.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Clearly describes the incident and provides 3 steps used to correct it
- Clearly describes any reprimands and provides 3 justifications for appropriateness of reprimands
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Gives a general description of the incident and provides 2 steps to correct it
- Gives a general description of any reprimands and provides 2 justifications for appropriateness of reprimand
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Makes an effort to describe the incident and provides 1-2 steps used to describe it
- Gives a vague description of any reprimand and provides 1-2 justifications for appropriateness of reprimand
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Makes little or no effort to describe the incident and gives 0-1 steps to correct it
- Gives a weak description of any reprimand and/or provides 0-1 justifications for appropriateness of reprimand
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

A – Housing and Interiors

STANDARDS

- OD004 Arrange furniture placement with reference to principles of design, traffic flow, activity and existing architectural features
- EE002 Apply a system of problem solving
- AA003 Demonstrate competence in writing and editing documents, using correct grammar and punctuation

PROMPT

You have just started a new job at your local newspaper as the Decorator Advice Columnist. Your first job is to respond to the following decorating problem.

“I have just moved into a new apartment, and I am having a difficult time arranging my small family room. This room must serve as both a computer center and the place where my family will watch TV and play games. What suggestions do you have in storage and furniture arrangement to make this area work effectively? Signed – “Trapped in a small room”.

DIRECTIONS TO STUDENTS

Write, in a letter format, a response for this decorating problem. Describe at least 3 ways furniture can be arranged to maximize floor space. Describe at least 3 storage principles that could be applied to this room.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Describes 3 furniture arrangement principles to maximize space
- Describes 3 storage principles
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Describes 2-3 furniture arrangement principles to maximize space
- Describes 2-3 storage principles
- Mostly organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader.

2

- Describes 2 furniture arrangement principles to maximize space
- Describes 2 storage principles
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Describes 0-1 furniture arrangement principles to maximize space
- Describes 0-1 storage principles
- Limited organization and communication
- Many grammatical and spelling errors that distract the reader

Scenario

B – Housing and Interiors

STANDARDS

- AA004 Demonstrate competence in writing and editing documents using correct grammar and punctuation
- ED001 Organize materials in a logical flow
- OC002 Select manufacturers, products, and materials considering care, maintenance, safety, and environmental issues

PROMPT

Technological advances in homes have changed the way people live, work, and play. A client has contacted your firm, Tech Towers, for information concerning advances in home technology. The client works in a high tech job and wants his new home to be top of the line in technology.

DIRECTIONS TO STUDENTS

Respond to your client via a memo discussing at least three specific technological advances you would recommend for his new home.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Describes 3 technological advances
- Discusses 3 reasons to support stated technological advances
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Describes 2-3 technological advances
- Discusses 2-3 reasons to support stated technological advances
- Mostly organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Describes 2 technological advances
- Discusses 2 reasons to support stated technological advances
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Describes 1 technological advance
- Limited explanation to support stated technological advances
- Limited organization and communication
- Many grammatical and spelling errors that distract the reader

Scenario

A - Marketing

STANDARDS

- AB002 Use proper grammar and vocabulary
AB008 Write informational messages
OA004 Describe marketing functions and related activities

PROMPT

You are to assume the role of an experienced employee for a family-owned sporting goods store. The store recently sent out a marketing information survey to its customers asking their opinion about the credit services that the store provides to its customers. The store is considering accepting major bank credit cards. The storeowner has asked you to evaluate the customer survey results and prepare written recommendations.

DIRECTIONS TO STUDENTS

You are to analyze the results of the survey to determine the services most in demand by the credit card holders, and then make four detailed recommendations that are logically supported based on the results of the survey.

Survey Results

Customers were asked to rate the following services available free of charge to credit card holders. Their ratings may help determine the importance that customers place in using bank credit cards for merchandise purchases. Customers rated each service using the following scale:

- 5 = Extremely Valuable
4 = Somewhat Valuable
3 = Undecided
2 = Of Little Value
1 = Not Valuable At All

An average rating was calculated from all the customer surveys. The averages appear in the chart below.

NAME OF SERVICE	RATING
1. 24-hour customer service number	5
2. An expandable credit line, based on credit rating	4
3. 24-hour lost or stolen card service	5
4. Free additional cards	3
5. Cash advance availability	2
6. Check writing	4
7. ATM locator service (nearest cash machine)	1
8. Guaranteed lowest prices on purchases	2
9. Double manufacturer's guarantee	3

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Effectively read the chart and interpret all the information
- Make a minimum of 4 recommendations that are logically supported
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Effectively read the chart and interpret most of the information
- Make a minimum of 3 recommendations that are logically supported
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Accurately read the chart and interpret some of the information
- Make a minimum of 2 recommendations
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Read the chart and incorrectly interpret the information
- Make no more than 1 recommendation, supported or non-supported
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

B – Marketing

STANDARDS

- AB002 Use proper grammar and vocabulary.
AB008 Write informational messages.
AC004 Determine forms of economic utility created by marketing activities.
EA010 Show empathy for others.

PROMPT

One Saturday afternoon, a local hardware store in a rural community received a call from a distressed customer who was having difficulties with a failing refrigerator. After speaking with one of the owners of the store, the customer learns that the appliance must be replaced. Because it is an hour before closing and the store's help has already left, the owner explains he'll be happy to bring a refrigerator the following Tuesday (it is also Labor Day weekend).

The customer exhales a sigh and explains he'll make arrangements to go spend the weekend with relatives. Hearing the sadness in the customer's voice, the owner asks the customer to wait on the line while the owner consults with his brother who is at the store. The owner returns to tell the customer his brother has agreed to help him bring a refrigerator after the store closes in an hour.

DIRECTIONS TO STUDENTS

Explain how the hardware store showed empathy when dealing with their customer.

Explain three of the four marketing utilities (time, place, possession, information) as demonstrated in the scenario. (In marketing, utility means **usefulness** to consumers.)

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Effectively identified how empathy was shown to the customer
- Effectively explained at least three of the marketing utilities
- Few grammatical errors but they do not distract the reader
- Well organized and communicates effectively

3

- Adequately identified how empathy was shown to the customer
- Adequately explained at least two of the marketing utilities
- Some grammatical errors but they do not distract the reader
- Mostly well organized and communicates effectively

2

- Minimally identified how empathy was shown to the customer
- Explained at least one of the marketing utilities
- Some grammatical errors that distract the reader
- Some organization and some parts are communicated effectively

1

- Was unable to show how empathy was shown to the customer
- Limited explanation of any of the marketing utilities
- Many grammatical errors that distract the reader
- Limited organization and limited effective communication

Scenario

A - Crop

STANDARDS

ON004 Assess fertilizer and pesticide applications
OI002 Utilize appropriate production techniques for crops
AA006 Demonstrate knowledge of conflict resolution
AA004 Use correct spelling, grammar and punctuation
AA005 Write with accuracy, brevity, and clarity
ED001 Organize materials with a logical flow
EE002 Apply a system of problem solving

PROMPT

You sprayed your Round-Up Ready TM soybeans 5 days ago. Your soybean field borders 2 of your neighbors corn fields. One neighbor calls stating that his corn has started to die in the middle of his cornfield and spreading toward the edge. He blames you for his corn loss.

DIRECTIONS TO STUDENTS

Using your knowledge in crop science, write a courteous letter or explanation detailing at least three logical reasons why his corn loss cannot possibly be your fault. Be sure to include examples of insects (i.e. corn borers, grasshoppers, corn earworms, corn root worms) and diseases (i.e. stalk rot, southern leaf blight, corn smut.)

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Provides at least 3 logical reasons justifying why the corn loss is not your fault, which includes examples of possible insects and diseases
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Provides at least 2 logical reasons justifying why the corn loss is not your fault, which includes examples of possible insects and diseases
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Provides 1-2 logical reason justifying why the corn loss is not your fault, which includes examples of possible insects and diseases
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Little or not attempt to provide any logical reasons justifying why the corn loss is not your fault, does not includes examples of possible insects and diseases
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

B – Crop

STANDARDS

- AA004 Use correct spelling
- AA005 Write with accuracy, brevity, and clarity
- OI002 Utilize appropriate production techniques for crops
- ON001 Utilize appropriate soil conservation practices
- ED001 Organize materials with a logical flow

PROMPT

John Q. Farmer currently milks 40 cows on a 200-acre farm that contains 80% or more class I and II land. Current forage productions consist of round baled grass hay and pasturing two fields. John wants to double his herd size so his son can become a full time partner.

DIRECTIONS TO STUDENTS

Using your knowledge of forage production and management, commercial fertilizers, animal wastes, pesticides, and biotechnology, write a letter to John Q. Farmer detailing at least three recommendations you would make that would increase the quantity and quality of a new program to meet the expansion needs.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Clearly describes 3 or more recommendations with detailed analysis
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Describes 2-3 recommendations with good analysis
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Describes 2-3 recommendations with some analysis
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Describes 1-2 recommendations with no analysis
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

A – Livestock

STANDARDS

- EE002 Apply a system of problem solving
- OI001 Utilize appropriate production techniques for beef cattle
- OL006 Demonstrate knowledge of the livestock carcass
- ED001 Organizes materials with a logical flow
- AA004 Use correct spelling, grammar and punctuation
- AA005 Write with accuracy, brevity, and clarity

PROMPT

The average Dressing Percent in slaughter cattle is 60%. Dressing Percent is the weight of the beef carcass after slaughter. The formula for calculating Dressing Percent is Carcass Weight divided by Live Weight times 100.

Calculate the following Dressing Percentages

	Steer 1	Steer 2	Steer 3
Live Weight	1400 lbs.	1350 lbs.	1125 lbs
Carcass Weight	700 lbs.	756 lbs.	675 lbs

DIRECTIONS TO STUDENTS

Calculate and list the dressing percentages for each steer above, then identify the steer with the best dressing percentage. Assume that the steers are the same age, have been on feed for the same length of time, are slaughtered on the same day, and are bought for the same price. Discuss 3 reasons why the steer you chose is the most economically beneficial for the produce and/or packer.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Calculates 3 problems correctly
- Identifies and discusses 3 reasons with detail
- Well organized and communicates effectively
- Few grammatical and spelling errors, but do not distract the reader

3

- Calculates 2-3 problems correctly
- Identifies and discusses 2-3 reasons with a few errors in information
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Calculates 1-2 problems correctly
- Identifies and discusses 1-2 reasons with detail
- Somewhat organized and some parts communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- 0-1 problems calculated correctly
- Identifies and discusses 0-1 reasons
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario B – Livestock

STANDARDS

AB003 Apply basic math functions to solve problems
 AB009 Make reasonable estimates
 AA004 Use correct spelling, grammar, and punctuation
 AA005 Write with accuracy, brevity, and clarity
 ED001 Organize materials with a logical flow

PROMPT

Many students select livestock projects for their supervised agriculture experience programs. Some of these (show steers, feeder calves, etc.) are purchased at a lighter weight and resold later at a heavier weight. It is important for a livestock producer to be knowledgeable of ADG (average daily gain) to determine which animals are more efficient. The formula for determining ADG is – Ending Weight minus Beginning Weight divided by the number of days fed.

DIRECTIONS TO STUDENTS

Calculate the ADG for the three steers below. All were fed for 150 days. Select the steer with the highest ADG and identify 3 reasons why this animal may have had a better ADG.

	Steer 1	Steer 2	Steer 3
Beginning	475	475	375
End	775	850	795

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Calculates 3 ADGs correctly
- Describes 3 reasons why the top animal has the best ADG
- Well organized and communicates effectively
- Few grammatical and spelling errors, but they do not distract the reader

3

- Calculates 2-3 ADGs correctly
- Describes 2 reasons the best animal has the best ADG
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors, but they do not distract the reader

2

- Calculates 1-2 ADGs correctly
- Identifies 1-2 reasons the best animal has the best ADG
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Calculates 0-1 ADGs correctly
- Identifies 0-1 reasons the best animal has the best ADG
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

A – Retail Services

STANDARDS

AB002 Use proper grammar and vocabulary
AB008 Write information messages
OB004 Adhere to company return policies
OE003 Inform customer of return and exchange policy

PROMPT

Lee works at a large upscale department store. Monday afternoon, Jane a steady customer, comes to return a prom gown she purchased two weeks ago. She insists on a cash refund. Lee knows that the local high school had their prom this past weekend. She notices that the dress is soiled at the hem. The tags have been removed, but Jane has all of them and the receipt. The manager is currently unavailable. The store's return /exchange policy is as follows:

- Must have a receipt
- All returns must be made within 30 days
- No cash refunds: only store credit or exchange can be given
- All original tags must be attached
- Cannot accept items with visible damage

DIRECTIONS TO STUDENT

Explain the steps you would follow in dealing with their customer. Be sure to include the explanation of all relevant policies and remember you want to motivate your customer to return in the future.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Strictly adheres to store return policy
- Completely explains 3 relevant policies to the customer
- Effectively motivates the customer to return
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Strictly adheres to the store return policy
- Completely explains 2-3 relevant policies to the customer
- Adequately motivates the customer to return
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Loosely adheres to or misinterprets store policy
- Inadequately explains or misinterprets explanation to customer
- Inadequately or inappropriately motivates customer to return
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Does not adhere to the store return policy
- Does not explain store return policy
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

B – Retail Services

STANDARDS

AB002 Use proper grammar and vocabulary
AB008 Write informational messages
OK001 Report safety problems in the department/store
OK002 Follow emergency procedures
OK003 Maintain accurate records

PROMPT

You are on the sales staff at the local discount store, Raves. Mr. Camps, the store manager, just received a memo from the regional office voicing concern on store security and safety procedures. The report that accompanied the memo showed that incidents in store safety had risen 3% in a six months period. Also, incidents on store security such as shoplifting, parking lot burglaries, and pilferage by employees was up 5% within the same period. Mr. Bassett, the regional district manager, wants your store to do a retraining of all staff on store safety and security. Mr. Camps has asked each department manager to compile a list of topics and concerns of their department staff on correcting the safety and security problems.

DIRECTIONS TO STUDENTS

Your supervisor has asked you as well as the rest of the sales staff to submit possible topics for training, and procedures that could be used to help in the retraining of the store staff. You must make recommendations that address store accidents, shoplifting, parking lot burglaries, and pilferage.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Clearly communicates in writing possible topics for training and procedures that could be used to help solve the store's problems
- Thoroughly describes 3 recommendations to the problem with detailed information
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Adequately communicates in writing ways to solve the store's problems
- Adequately describes 3 recommendations to the problem with detailed information
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Attempts to communicate in writing ways to solve the store's problems
- Describes 1-2 recommendations to the problem with some support
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Little or no attempt to communicate in writing ways to solve the store's problems
- Little or no attempt to describe recommendations to the problem with little support
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

A – Technology Education/Pre Engineering

STANDARDS

AA004 Use correct spelling, grammar and punctuation
AA005 Write with accuracy, brevity and clarity
EA002 Organizes materials with a logical flow
OQ001 Parts of information and communications systems
OQ002 Information and communication systems
OQ003 The purpose of information and communication technology
OQ004 Communication systems and subsystems
OQ005 Many ways of communicating
OQ006 Communication through symbols

PROMPT

You are a second round interview candidate for a communication and public relations position with a low volume candy manufacturing company (The Small Time Candy Company). Members of the interview committee feel that the volume of their business is directly linked to the present method of advertising they are using (newspaper, billboards, word of mouth, etc.). They believe there is room for improvement. As a second round interview candidate your knowledge of communication systems is put to the test.

DIRECTIONS TO STUDENTS

You have been charged with the following task: Prepare a presentation to be submitted to the interview committee, explaining the effectiveness of modern telecommunication systems and the steps in an effective communication process. Include in your presentation an explanation of how a single ad campaign when combined with the correct communication system can boost sales and increase the public's awareness of The Small Time Candy Company.

Do not write just overheads. Write an essay of what is communicated (said) in your presentation.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Exhibits a thorough knowledge of Communication Technology
- Identifies three or four steps in the Communication Process
- Clearly communicates a detailed understanding of the types of communication systems
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Exhibits sufficient knowledge of communication Technology
- Identifies two major steps in the communication process
- Sufficiently communicates an understanding of the types of communication systems
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Exhibits limited knowledge of communication technology
- Identifies one major step of the communication process
- Minimally communicates an understanding of the types of communication systems
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Exhibits little or no knowledge of communication technology
- Demonstrates a limited understanding of the communication process
- Vague reference to the types of communication systems
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

B - Technology Education/Pre Engineering

STANDARDS

AA004 Use correct spelling, grammar and punctuation
AA005 Write with accuracy, brevity and clarity
EA002 Organizes materials with a logical flow
OA001 Nature of Technology
OB002 Resources
OB003 Requirements
OC004 Optimization and trade-offs
OD002 Trade-offs and effects
OD004 Cultural, social, economic, and political changes
OE004 Alignment of natural and technological processes
OE005 Reduce negative consequences of technology

PROMPT

You are the chairman of the new industrial park in your community. You have been contacted by an industrial manufacturing company and they have expressed their interest in building a new high-tech plant in your new industrial park. They have a good track record in regard to the treatment of employees and the environment. However, there is public opposition to granting their request to locate in your town. The towns people are fearful of technology and do not understand how it effects their daily lives.

DIRECTIONS TO STUDENTS

Using the Technology systems model as a guide (INPUTS, PROCESSES, OUTPUTS and FEEDBACK) plan a presentation that will specifically describe and explain each part of the system to the public. Include in the presentation the importance of understanding and embracing technology in order to control its use when improving human lives and protecting the environment.

NOTE: Do not write just overheads. Write an essay of what is communicated (said) in your presentation.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Exhibits a thorough knowledge of communication technology
- Identifies three or four major steps in the communication process
- Clearly communicates a detailed understanding of material, machines, energy, time, and processes
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Exhibits sufficient knowledge of communication Technology
- Identifies two major steps in the communication process
- Sufficiently communicates an understanding of the types of communication systems
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Exhibits limited knowledge of communication technology
- Identifies one major step in the communication process
- Minimally communicates an understanding of the types of communication systems
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Exhibits little or no knowledge of communication technology
- Demonstrates a limited understanding of the communication process
- Vague reference to the types of communication systems
- Limited organization and limited effective communication

Scenario

- Many grammatical and spelling errors that distract the reader

Scenario

A – Transportation

STANDARDS

AA003 Use correct pronunciation, spelling, grammar, and syntax

AA004 Write with accuracy, brevity and clarity

OK001 Identify computer applications used in the transportation industry

OK004 Demonstrate use of transportation industry-accepted software packages

PROMPT

You have been hired as a coop student in a local transportation business. The owner has just bought a new personal computer and has little computer experience. The owner has asked you to recommend software for business applications for current and future business needs in a variety of areas. These may include but are not limited to personnel management, accounting, inventory control, word processing, marketing, communications, and transportation technical software.

DIRECTIONS TO STUDENTS

Using your knowledge of computer software used in your transportation area, recommend 3 or more software packages that would be used to start a business and what software would be needed as the business grows. Describe why you are recommending these software applications for business growth.

EVALUATION CRITERIA

You must score a 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Describes 3 or more industry software packages in depth
- Explains in detail how these could affect business growth
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Describes 2-3 software packages with some detail on each
- Partial explanation of effect on business growth
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Describes 1-2 software package
- Little explanation of effect on business growth
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Little to no knowledge of software packages
- Limited explanation of effect on business growth
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader

Scenario

B – Transportation

STANDARDS

- AA003 Use correct punctuation, spelling, grammar and syntax
- AA004 Write with accuracy, brevity and clarity
- AD004 Identify the effects of continuous quality improvement
- ED005 Identify how customer satisfaction influences a business reputation

PROMPT

You are the Service Department Manager at your company. You see a consistent pattern of vehicle returns for failure to repair properly when initially brought in for service. Upon review, you notice service failures are attributable to numerous employees, in a variety of service areas, and compounded by multiple failures to follow numerous service procedures. You determine the company needs to adopt a quality control program.

DIRECTIONS TO THE STUDENT

Write a letter to the company owner. Explain the problem in the service department and the negative impact it is having on the company's reputation and profitability. Define a quality control program and elaborate on at least three reasons on how and why you think it would benefit the company to institute one.

EVALUATION CRITERIA

You must score 3 or 4 on the scenario in order to pass this portion of the assessment.

SCORING RUBRIC

4

- Explains in detail the problem and its impact and thoroughly defines a quality control program
- Explains thoroughly 3 or more reasons how and why a quality program would benefit the company in resolving this problem
- Well organized and communicates effectively
- Few grammatical and spelling errors but they do not distract the reader

3

- Explains adequately the problem and its impact and adequately defines a quality control program
- Explains adequately 2-3 or more reasons how and why a quality program would benefit the company in resolving this problem
- Mostly well organized and communicates effectively
- Some grammatical and spelling errors but they do not distract the reader

2

- Provides some explanation of the problem and its impact and provides limited definition of a quality control program
- Lists 2-3 or more reasons with limited explanation on how and why a quality program would benefit the company in resolving this problem
- Some organization and some parts are communicated effectively
- Some grammatical and spelling errors that distract the reader

1

- Demonstrates little to no knowledge of the problem and its impact and provides little to no definition of a quality control program
- Lists 1 or more reasons with little to no explanation on how and why a quality program would benefit the company in resolving this problem
- Limited organization and limited effective communication
- Many grammatical and spelling errors that distract the reader